

Dear HBL Internet Banking Customer,

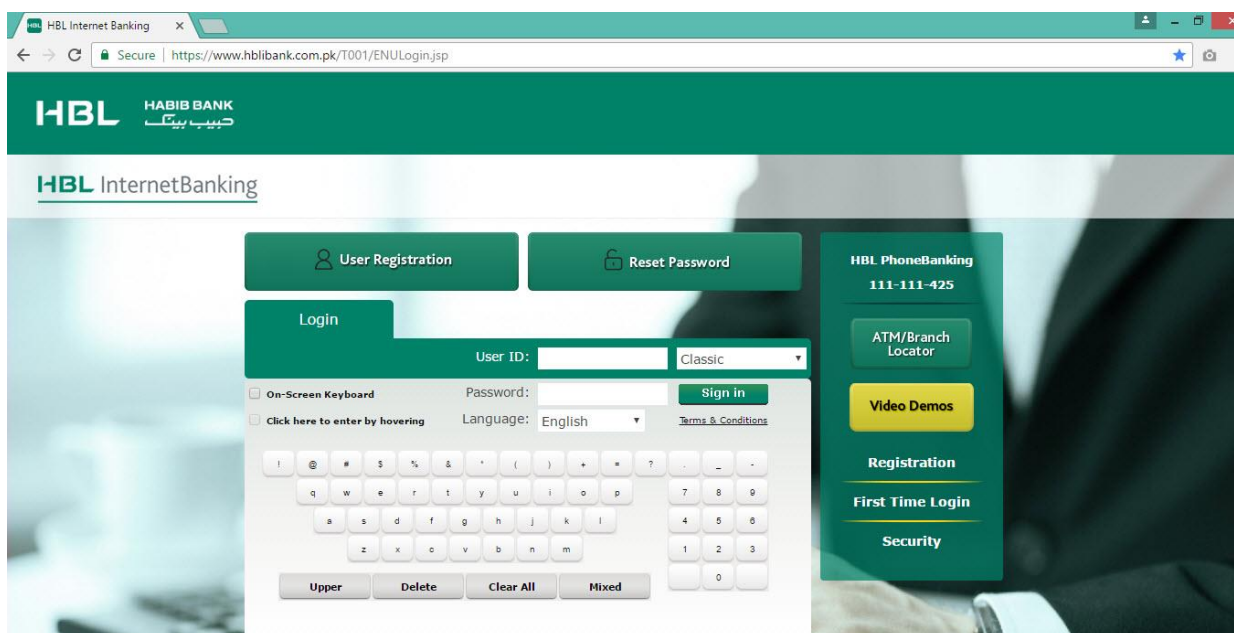
Thank you for taking interest in HBL Internet Banking services!

Our Internet Banking portal is designed in a way to provide you a variety of services and convenience to customers.

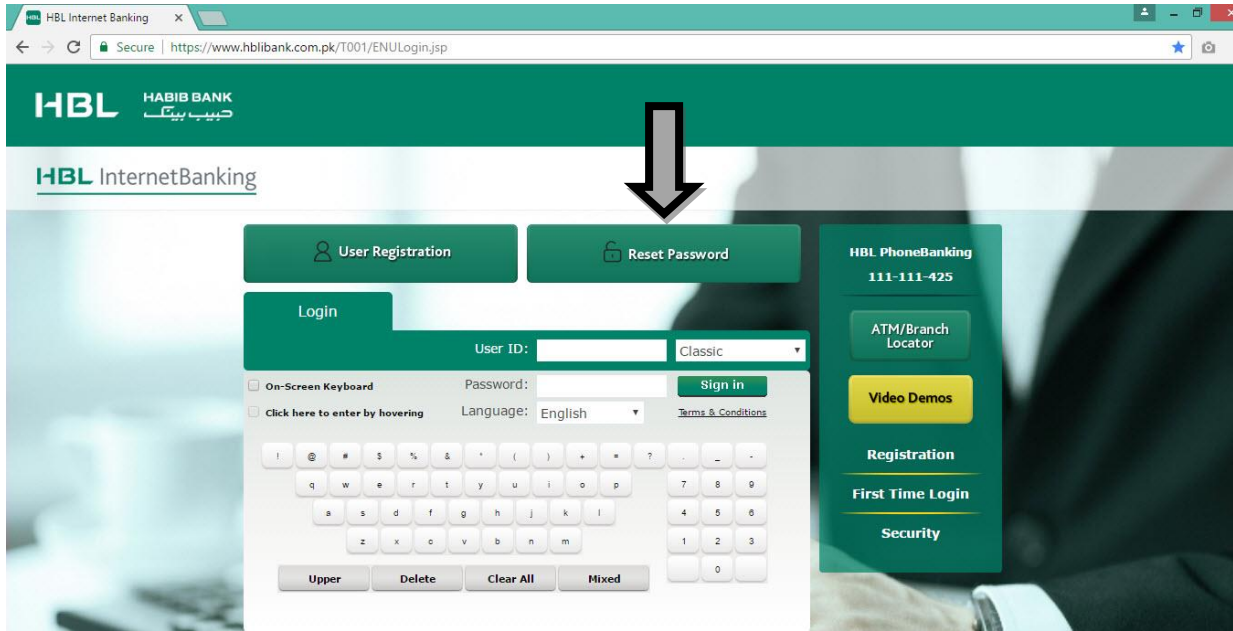
It has been observed that customers face issues when their User IDs are blocked/locked. This guide explains the steps to 'Reset Password' when such issues are faced.

## Steps to Reset Password

Step 1: Logon to <https://www.hblibank.com.pk>. You will land on the following page



## Step 2: Click on the Reset Password option



## Step 3: Enter your Internet Banking Login ID and press 'Submit' button

A screenshot of the 'Reset Password - Enter Login ID' form. The form has a title bar with the text 'Reset Password - Enter Login ID' and a timestamp '24-02-2017 12:20:39 GMT +0500'. Below the title bar is a text input field labeled 'Login ID\*' and a 'Submit' button. A large grey arrow points to the 'Login ID\*' field. A footnote at the bottom reads: '\* Indicates mandatory fields. By using this option both your Login and Transaction Passwords will be reset. You will receive an Activation Password on your email id and mobile number registered with HBL, which will be used to login to HBL InternetBanking and setup new Login and Transaction Password.'

## Step 4: Enter your Debit Card Number & ATM PIN, select Date of Birth and enter verification code. After completing the details, press 'Submit' button

A screenshot of the 'Reset Password - Debit Card Details Verification' form. The form has a title bar with the text 'Reset Password - Debit Card Details Verification' and a timestamp '24-02-2017 12:21:11 GMT +0500'. Below the title bar is a section titled 'Debit Card Details' with input fields for 'Debit Card Number\*', 'ATM PIN\*', and 'Date of Birth\*'. There is an 'On-Screen Keyboard' option and a 'Click here to enter by hovering' button. A large grey arrow points to the 'Debit Card Number\*' field. Below this section is a CAPTCHA image showing the text 'AN4322' and a 'Please enter the text as in the image above\*' input field. A 'Submit' button is located at the bottom right. A footnote at the bottom reads: '\* Indicates mandatory fields. By using this option both your Login and Transaction Passwords will be reset. You will receive an Activation Password on your email id and mobile number registered with HBL, which will be used to login to HBL InternetBanking and setup new Login and Transaction Password.'

Step 5: System will display the success message on screen and send Activation Password on your mobile number & email address

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 You have successfully un-locked your Internet Banking.

**Reset Password - Confirmation**

12-04-2017 15:29:50 GMT +0500

You have successfully reset your HBL InternetBanking password.  
Your Activation Password has been sent on your registered email id and mobile number.  
Please use the same to login to HBL InternetBanking and setup new Login and Transaction password.

OK